



16 October 2014

Jemena Gas Networks
(NSW) Ltd
ABN 87 003 004 322

Via email

Mr Stephen Bell
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Dear Mr Bell

Jemena Gas Networks 2015-20 Access Arrangement Proposal – Qenos submission

I am writing in response to Qenos' submission on Jemena Gas Networks' (JGN) 2015-20 Access Arrangement Proposal (**proposal**), which was submitted to the Australian Energy Regulator (**AER**) on 30 June 2014.

Your submission raises important large customer matters which we would like to respond to directly.

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First response capacity tariffs

We note we have had a number of discussions on this issue with Wendy Holtz and Andrew Cheah. Our most recent discussion was on 24 September 2014 and we believe this provided us both with a constructive way forward on this matter. If you have any remaining concerns please do not hesitate to contact us.

Ongoing commitment

We welcome constructive feedback that will help us continually improve how we engage with and serve our industrial customers. We are keen to work with you to ensure we continue to provide a service that meets your needs.

You have been dealing directly with Jemena's Phil Glasscock on proposal and business-as-usual matters. Phil is available on 02 9455 1590 if you wish to discuss our price and service offerings. We look forward to providing you a value for money natural gas service into the future.

Yours sincerely



Frazer Hill
General Manager Networks Commercial
Jemena Limited